

# DELIVERING THE



# FACTOR IN CUSTOMER SERVICE



## LEON COUNTY ADMINISTRATION

“Thank you for hosting and participating in the Capital Medical Society Doctor/Son event at the Public Safety Complex. It's been a goal of mine to get our physicians out there to see first-hand the quality of the services provided. Thanks to Shington Lamy and so many who volunteered their time – the evening had a “wow” factor for physicians and their children. We appreciate our many opportunities to partner with Leon County.”

- Pam Walker at The Capital Medical Society

## DEVELOPMENT SUPPORT AND ENVIRONMENTAL MANAGEMENT

“I have been working with Ms. Scott for about 2 months on a renaming project as part of Blueprint 2000. Thank you for providing such a wonderful person to help people like myself, that need someone to go the extra mile and she went 5 miles with me.”

- Charlie Livingston, Jr.

## VETERAN SERVICES

“My family and I want to inform you of a county employee, Ben Bradwell in Veterans Services. He recently assisted us with my father's VA application. Not only is he extremely professional but outstanding in his performance and exceeded all of our expectations with the application process.”

- Anne DeMartine

## INTERVENTION & DETENTION ALTERNATIVES

“I wanted to tell you how much I appreciate your staff. They do their jobs with a smile on their face and are always professional and courteous. Please let them know how much they are appreciated.”

- Judge Ron Flury

## ANIMAL CONTROL

“An Animal Control Officer responded to an incident in which my chihuahua was attacked by a pit bull running loose. Throughout his handling of this matter, he exhibited the utmost professionalism, care, courtesy, and thoroughness. My wife and I wish to express our appreciation for the way this officer carried out his duties in a situation which, for us, was very disturbing. As residents of Leon County, we are very fortunate to be served by professionals.”

- Allen Chapman

## EMERGENCY MEDICAL SERVICES

“I want to take this moment to thank the entire EMS team for their rapid response, heroic efforts to save Mr. Harrington and most of all for their compassionate professionalism displayed throughout the entire event. Tallahassee is very fortunate to have such a dedicated group of professionals to help us in our times of need. On behalf of the entire Division of Research, I want extend our profound thanks to your team for a job well done. Thank you!”

- Tim Moore, Ph.D

## PUBLIC WORKS/OPERATIONS

“While I was painting our fence this morning, the men arrived with an incredibly handy machine/truck to trim the ditch and fence line. You and your crew are fantastic! We all appreciate your team!”

- Claudia & Allan Stodghill

## LIBRARIES

“I would like to bring attention to Leon County's public libraries as they provide up-to-date circulation and five-star service. As a frequent visitor of the Northeast Branch on Thomasville Road, I believe it is an honor for the staff to be public employees.”

- James Melton

## SOLID WASTE MANAGEMENT

“I would like to thank Mr. Shawn Abbott with Leon County Solid Waste Division for his responsiveness and prompt attention. After having conflict with WastePro regarding a request for a residential bulky item pick-up, Mr. Abbott was outstanding in contacting WastePro on our behalf and having our issue resolved. Mr. Abbott was outstanding in his response and willingness to assist us.”

- Mark Futrell

## MOSQUITO CONTROL

“I would like to compliment the work of the staff with Leon County's Mosquito Control. The employees on the phone are always very nice and helpful. The drivers are very nice and do a great job by spraying the way we need them to every time. We appreciate their time and responsiveness.”

- Billy Allen

## OFFICE OF SUSTAINABILITY

“I would like to thank you for presenting again this year! Each year I learn how much I didn't know and how much has changed about recycling. We look forward to having you back next year!”

- Karen and Alden

## FACILITIES MANAGEMENT

“I just wanted to share what a great job Kevin is doing in the BoA building. We had our server room A/C go out last night. I sent a work order today to ask Kevin to check the fuse box on the roof. Within a few minutes he had a portable A/C set up for us to get us by until we replace our unit. Kevin gets the job done!”

- Eric Kent

## WE BELIEVE IN

Demonstrating to our citizens that we are on their side, letting them know that they are the reason we exist and what they are getting for their tax dollars;

Producing bigger and better ideas to address the real issues facing our community;

Actively promoting transparency, accessibility, and openness in everything we do;

Engaging citizens in important decisions facing the community;

Tirelessly enhancing our community's livability, sustainability and economic competitiveness; and providing employees a structure which reinforces this as our organizational culture and employs and empowers them to help people.

## WHAT WE VALUE

- Service
- Relevance
- Integrity
- Accountability
- Respect
- Collaboration
- Stewardship
- Performance
- Transparency
- Vision